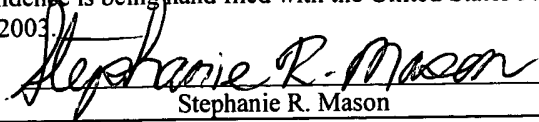


Docket No.: **449122062500**  
(PATENT)

**CERTIFICATE OF HAND DELIVERY**

I hereby certify that this correspondence is being hand filed with the United States Patent and Trademark Office in Arlington, VA on September 22, 2003.

  
Stephanie R. Mason

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Robert FRITZ

Application No.: Not Yet Assigned

Group Art Unit: Not Yet Assigned

Filed: September 22, 2003

Examiner: Not Yet Assigned

For: OUTBOUND CALL CENTER

**FIRST PRELIMINARY AMENDMENT**

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows:

**Amendments to Claims** begin on page 2 of this paper.

**Remarks** begin on page 4 of this paper.